

Subject: Read: Club Penguin Island some of the 1.8.0 known issues that may drive GX contacts

Date: Tuesday, December 5, 2017 at 12:03:10 PM Pacific Standard Time

From: Ross, Katie

To: #DI GX GSR

CC: #DI GE Kelowna Leaders

Hi all,

Following is a list of some of the known issues that may cause guest contacts. This isn't a complete list, so keep reaching out if you see things not listed here. Not all those listed below have articles. Please create as needed:

Igloos:

[iOS] Igloo - Player stuck in endless tutorial loop KEL-25244

Issue: After the lot selection the tutorial loops back to the create new igloo screen

Placing 100 items causes the app to crash KEL-25322

Issue: At 100 items the game crashes instead of telling the player they've reached their limit of items

Occasionally remote players wont see items in a players igloo KEL-24503

Issue: Sometimes visiting players see an empty lot

If the active igloo is changed and saved the local and remote penguins will not be able to see each other
KEL-24844

Issue: After both players enter the newly activated Igloo they are not able to see each other

Igloo - Placing items quickly or near the tray top will make scale and rotation tools not appear (low end devices)

FTUE:

Aunt Arctic task in clothing adventure:

Issue: Player gets stuck during the first time user experience when creating clothing.

[CPI - stuck in Clothing Creator Aunt Arctic tutorial picking decals](#)

Translations:

Unlocalized text displayed when failing saving the Igloo changes

Blog not properly localized

Membership

Membership - Non recurring subs - say "Renews" KEL-25171

Issue: could cause confusion if purchase of a non-recurring subscription says it will renew

If purchases takes a while to process, the player gets into odd state KEL-25164

Issue: User can get into the world while membership is still being processed, clicking on a member locked content does nothing

GX Workaround: Ask player to log out and back in, **the error prompt has been replaced with appropriate messaging to indicate that membership rights are being applied but are just taking a bit long**

General experience:

[PC/MAC] - Crash logs collection KEL-25055

Issue: Crash issues occur sometimes during regular gameplay.

[Android] - App - Android users experience long load time (~15 - 30 second) from Disney Logo to Home Screen KEL-22896

Issue: Android boot/load time is taking too long and therefore creating negative user experience

CPI Phone - CP News has no comment button

Issue: The issue occurs because the user is getting into the blog post before their authentication is being received by the website. There is supposed to be a loading spinner to prevent the user from getting in before that.

Thanks all!

Katie Ross

GX Product Specialist | Disney Interactive

Katie.Ross@disney.com

Tie line: 8313 4303

Office phone: 250-980-4303

Cell Phone: 250-864-5014